Dynamics 365

Solution Assessment





Dynamics 365: Global operations rooted in strong Nordic values

We offer complete Dynamics 365 services for Nordic-based customers in the Manufacturing, Energy, and Wholesale sectors - from advisory to implementation and ongoing support.

Our expertise includes Dynamics 365, Power Platform, and Azure, with dedicated resources for global solution implementation and maintenance.



Key locations outside Nordics:

- India
- Czechia 🗘
- Baltics



The team of 350+ Dynamics experts globally across Europe and Asia currently working on 20+ implementations We serve 100+ customers in the Nordics and have over 300 ongoing Dynamics and Power Platform projects We have 100+ D365 certified consultants and all 6 available MS Solution Partner designations in Cloud Business Applications

Our full-stack Microsoft Business Applications capabilities

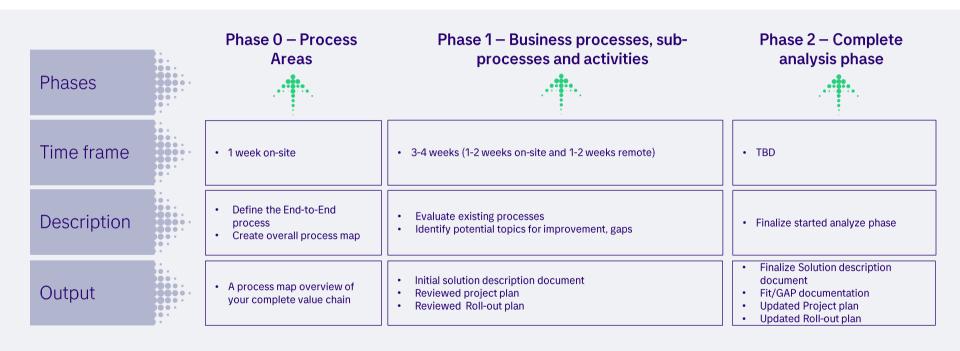
D365 Consulting D365 Projects D365 Migrations D365 ALM D365 Licensing Flexible & scalable global D365 License Sales with Migrating on-premise AX Standard Migration Business transformation delivery model **CSP** and Nav solutions to latest Assessments (AX and Nav) D365 Licenses Planning D365 cloud 24/7 service D365 F&O. CF and BC. Feasibility studies and Optimization Services **Implementations** Greenfield, Hybrid or Continuous development. D365 License Advisory services for technical migration based Rollouts. Test automation high automation Management Services. Harmonization and on our recommendation with RSAT and Data Simplification Embedded transformation migration Utilizing global resourcing & Innovation for technical upgrade Solution Roadmaps Integrations with D365 tasks API's and Azure integration services

As we keep core ERP as standard as possible, we also provide services to expand the core capabilities using PowerApps, Power Automate, and Azure. For analytics we support Datalake and PowerBI.

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Confidential

Solution Assessment Plan



Customer Journey

A Differentiated Customer Experience

Current

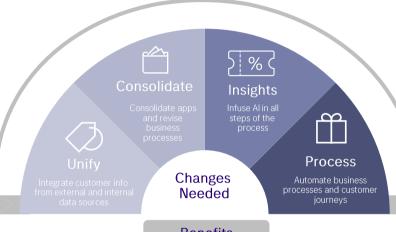


Customer **Experience**

Lack of unified customer data creates difficulties in building relationships and personalizing content



Disconnected processes across tools and LOBs (marketing, sales, service) with manual task management



Benefits

Decrease operational costs

Lower customer churn

Improve staff efficiency

Increase CSAT

Increase conversion rate

Future



Customer **Experience**

Personalized. proactive customer engagement with targeted marketing and content

Seller **Empowerment**

Unified sales and marketing processes creates ease of collaboration, quick insights on relationship health. and clear next best action

Process framework based on BPMN

